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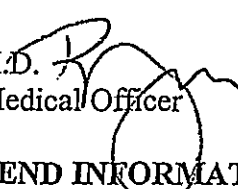
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September 6, 2006

TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.   
Director and Chief Medical Officer

SUBJECT: **REQUEST TO AMEND INFORMATION  
TECHNOLOGY SUPPORT SERVICES MASTER  
AGREEMENT (ITSSMA) WORK ORDER N04-0372  
WITH KFORCE FOR ORACLE DATABASE  
APPLICATION MAINTENANCE AND  
DEVELOPMENT, AND TECHNICAL SUPPORT  
SERVICES**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend the ITSSMA Work Order N04-0372 with KFORCE scheduled to expire September 30, 2006. This amendment will extend the Work Order to March 30, 2007 and increase the total maximum amount of the Work Order by \$161,200 to bring the total cost of this project to \$461,125. The amendment of the existing Work Order will exceed the \$300,000 project limit. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000.

## BACKGROUND

The Department of Health Services (DHS) is currently running or developing several Oracle databases and applications that require database administration, application maintenance and development, and technical support. The applications and databases that will require support under this Work Order include:

1. Workforce Reduction System (WITS) – *Production*. Oracle 10g. This is the system used to comply with County codes and regulations regarding workforce reductions.
2. Web Referral RPS – *In development*. Oracle 10g, Oracle 10gAS, Oracle Portal. This is the system that will be used to track and process subspecialty clinic referrals from primary care clinics.

This Work Order was competitively bid and awarded in May 2004 for a maximum total amount of \$299,925.

## **SCOPE OF WORK**

The scope of work for this Work Order will remain unchanged and consists of the following:

- **Application Development** – This includes research, diagnosis, and correction of application software problems; the definition, design, and implementation of new application components or changes to existing software; integration and regression testing, including test case development, test data preparation, test execution, problem reporting, and problem remediation; and other troubleshooting, support, and disposition of DHS end-user and technical staff problems reports.
- **Administration** – This includes other tasks not directly related to database administration or application development. It includes problem management activities such as tracking, coordination, and management of problem reports and service requests, maintenance of logs and status reports, attending status and other administrative meetings with DHS staff, and any other administrative activities as directed by the DHS Project Manager.
- **Mentoring and Knowledge Transfer** – This includes working with DHS technical staff and facilitating the transition of support responsibilities to DHS technical staff.

This project conforms to our Business Automation Plan, as required by the Chief Information Officer.

## **JUSTIFICATION**

There are no current DHS employees with sufficient expertise to perform these tasks. The purpose of the proposed Work Order amendment is to provide qualified staff to perform Oracle technical support for database administration, application maintenance and development, and general troubleshooting for Oracle-based applications and databases. It is also intended to facilitate the transition of support to DHS staff through training, mentoring, knowledge, and skills transfer.

Services will be provided to the Information Resources Management (IRM) Health Informatics (HI) Division. The HI Division architects, deploys, maintains, and supports technology solutions for clinical users throughout DHS.

## **FINANCIAL IMPACT**

The hourly rates for the contractor will remain the same during the extended term. The total cost of the amended Work Order will be \$461,125.

The funds for this project are currently available in the Information Resources Management operating budget for FY 2006-2007.

#### NOTIFICATION TIMELINE

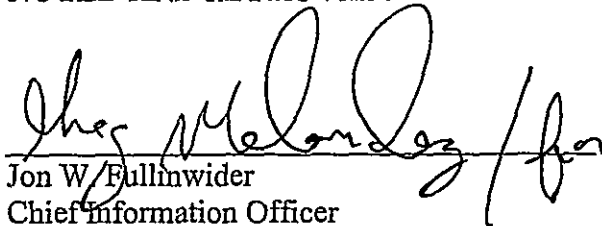
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term and increase the maximum amount of the Work Order. On September 14, 2006, we will inform your Board of this request and wait two weeks from this date to instruct ISD to proceed with the amendments.

If you have any questions or need additional information, please contact Jack Love at (213) 240-8285.

BAC:gc

c: Chief Administrative Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Director, Internal Services Department

#### NOTED AND APPROVED:

  
Jon W. Fullinwider  
Chief Information Officer

9/14/2006  
Date